

**IN THE CLAIMS:**

1. (Canceled)

2. (Previously Presented) A support system for helping select a termed commercial maintenance contract of an elevator, comprising:

load predicting means for calculating a predicted load of said elevator from a specification of said elevator and a condition of a building in which said elevator is installed, said elevator being an object of maintenance, said condition of said building including at least one of a location of said building, a floor area, and a height of said building, said load predicting means including:

a data base used to predict the load, wherein data in said data base for load prediction including conditions of existing buildings and an average number of users taken as a case with respect to each building meeting respective ones of said conditions of said existing buildings;

wherein said load predicting means obtaining a predicted number of users of said building from said data base for load prediction by finding a condition of said existing buildings that matches said condition of said building, wherein said load predicting means computes a predicted load of said elevator from said predicted number of users of said building and said specification of said elevator;

maintenance plan setup means for setting up a plurality of termed commercial maintenance contractual plans, each said termed commercial maintenance contractual plan including at least one of component part replacement intervals,

check-up intervals and clean-up intervals of said elevator, said maintenance plan setup means including:

a data base for maintenance plan computation, wherein data in said data base including a set of average replacement intervals or clean-up intervals, and standard deviation of each one of component parts for respective loads of existing elevators;

wherein said maintenance plan setup means obtaining a set of replacement intervals or clean-up intervals and standard deviation of each of said component parts for an elevator load that matches said predicted load;

said maintenance plan setup means calculating one of said plurality of termed commercial maintenance contractual plans from said obtained set, each set having a different total failure occurrence probability; and

maintenance plan selecting means for allowing a customer to select a desired termed commercial maintenance contractual plan from said plurality of termed commercial maintenance contractual plans.

3. (Previously Presented) A support system as claimed in claim 2, comprising:

a maintenance contract update unit for a customer who already has made a maintenance contract, said update unit comprising:

running record storing means for storing an identification (ID) code of a customer and a running record specific to said ID code;

input means used for inputting said ID code of said customer; and

load computing means for accessing said running record for said customer's elevator from said running record storing means through the use of said ID code inputted by said input means and computing a load of said customer's elevator;

wherein said maintenance plan setup means is adapted to obtain a set of average replacement intervals and a clean-up intervals and standard deviation of each one of component parts for an elevator load that matches the load of said customer's elevator; and

said maintenance plan setup means calculating one of said plurality of termed commercial maintenance contractual plans from said obtained set, each set having a different total failure probability.

4. (Previously Presented) A support system as claimed in claim 2, comprising tariff cost information for replacement parts and the clean-up intervals, and a display means for displaying an interval between replacement of each part and the clean-up intervals in a selected termed commercial maintenance contractual plan and a corresponding maintenance fee computed on a basis of said tariff cost information.

5. (Previously Presented) A support system as claimed in claim 3, comprising tariff cost information for replacement parts and the clean-up intervals, and a display means for displaying an interval between replacement of each part and the clean-up intervals in a selected termed commercial maintenance contractual

plan and a corresponding maintenance fee computed on a basis of said tariff cost information.

6. (Previously Presented) A support system as claimed in claim 2, comprising input means for user-input and display means for displaying support system display items, wherein said input means and said display means are composed of information input means and information display means provided on a homepage on the internet.

7. (Previously Presented) A support system as claimed in claim 3, comprising display means for displaying support system display items, wherein said input means and said display means are composed of information input means and information display means provided on a homepage on the internet.

8. (Previously Presented) An on-line internet support system for helping select a termed commercial maintenance contract of an elevator, the on-line internet support system comprising the following support items remotely-useable via internet access:

load predicting means for calculating a predicted load of said elevator from a specification of said elevator and a condition of a building in which said elevator is installed, said elevator being an object of maintenance, said condition of said building including at least one of a location of said building, a floor area, and a height of said building, said load predicting means including:

a data base used to predict the load, wherein data in said data base for load prediction including conditions of existing buildings and an average number of users taken as a case with respect to each building meeting respective ones of said conditions of said existing buildings;

wherein said load predicting means obtaining a predicted number of users of said building from said data base for load prediction by finding a condition of said existing buildings that matches said condition of said building, wherein said load predicting means computes a predicted load of said elevator from said predicted number of users of said building and said specification of said elevator;

maintenance plan setup means for setting up a plurality of termed commercial maintenance contractual plans, each said termed commercial maintenance contractual plan including at least one of component part replacement intervals, check-up intervals and clean-up intervals of said elevator, said maintenance plan setup means including:

a data base for maintenance plan computation, wherein data in said data base including a set of average replacement intervals or clean-up intervals, and standard deviation of each one of component parts for respective loads of existing elevators;

wherein said maintenance plan setup means obtaining a set of replacement intervals or clean-up intervals and standard deviation of each of said component parts for an elevator load that matches said predicted load;

said maintenance plan setup means calculating one of said plurality of termed commercial maintenance contractual plans from said obtained set, each set having a different total failure occurrence probability; and

maintenance plan selecting means for allowing a customer to select a desired termed commercial maintenance contractual plan from said plurality of termed commercial maintenance contractual plans.

9. (Canceled)

10. (Previously Presented) An on-line internet support system as claimed in claim 8, comprising:

a maintenance contract update unit for a customer who already has made a maintenance contract, said update unit comprising:

running record storing means for storing an identification (ID) code of a customer and a running record specific to said ID code;

input means used for inputting said ID code of said customer; and

load computing means for accessing said running record for said customer's elevator from said running record storing means through the use of said ID code inputted by said input means and computing a load of said customer's elevator;

wherein said maintenance plan setup means is adapted to obtain a set of average replacement intervals and a clean-up intervals and standard deviation of each one of component parts for an elevator load that matches the load of said customer's elevator; and

said maintenance plan setup means calculating one of said plurality of termed commercial maintenance contractual plans from said obtained set, each set having a different total failure probability.

11. (Previously Presented) An on-line internet support system as claimed in claim 8, comprising tariff cost information for replacement parts and the clean-up intervals, and a display means for displaying an interval between replacement of each part and the clean-up intervals in a selected termed commercial maintenance contractual plan and a corresponding maintenance fee computed on a basis of said tariff cost information.

12. (Previously Presented) An on-line internet support system as claimed in claim 10, comprising tariff cost information for replacement parts and the clean-up intervals, and a display means for displaying an interval between replacement of each part and the clean-up intervals in a selected termed commercial maintenance contractual plan and the corresponding maintenance fee computed on a basis of said tariff cost information.

13. (Previously Presented) A support system as claimed in claim 2, wherein each of said building conditions of said existing buildings stored in said data base for load prediction includes a combination of different attribute values or attribute sub-classifications for a group of the existing similar buildings failing in said building condition, said attribute values or attribute sub-classifications including a location sub-classification of respective areas at which the buildings are located, a size sub-classification of the buildings, a number-of-floor sub-classification of the buildings and a usage sub-classification of the buildings, and

said load predicting means performs a match finding operation between said conditions of existing buildings and the condition of said building classified in accordance with the same classification criteria as that of the existing buildings by making inter-classification comparison with respect to each attribute so as to obtain the average number of users of an existing building having the matched condition as said predicted number of users of said building.

14. (Previously Presented) An on-line internet support system as claimed in claim 8, wherein each of said building conditions of said existing buildings stored in said data base for load prediction includes a combination of different attribute values or attribute sub-classifications for a group of the existing similar buildings failing in said building condition, said attribute values or attribute sub-classifications including a location sub-classification of respective areas at which the buildings are located, a size sub-classification of the buildings, a number-of-floor sub-classification of the buildings and a usage sub-classification of the buildings, and

said load predicting means performs a match finding operation between said conditions of existing buildings and the condition of said building classified in accordance with the same classification criteria as that of the existing buildings by making inter-classification comparison with respect to each attribute so as to obtain the average number of users of an existing building having the matched condition as said predicted number of users of said building.